

# EMERGENCY RESPONSE GUIDE



# Emergency Response Guide

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# Emergency Procedure/Numbers

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## College Response Procedure

The following steps are a general guideline for the College's response to an emergency and may vary based on the nature and scope of the incident.

1. 911 and Campus Security are notified.
2. College emergency responders are notified.
3. Mass notification may be initiated.
4. Incident Command System (ICS) may be initiated to protect people and College property.
5. Faculty/staff will receive information and updates as available.
6. Disaster Recovery and Continuity of Operations Plan (COOP) steps may be initiated.

## Mass Notification/College Closure

The College mass notification system sends emergency notices to phones, active computer screens, common area speakers, and text message/email. Situations that may warrant a mass notification include weather emergencies and crimes on or around campuses.

The College makes every effort to inform students, faculty, and staff of potential hazardous situations that occur on or near College property. If it becomes necessary to close the College or delay the normal work schedule due to an emergency, a message will be sent through the emergency text message alert system, email, the College website, and local media. It will contain information on College closing/opening times and dates, and changes in work schedules if needed. To sign up for the emergency text message alert system, go to [www.getrave.com](http://www.getrave.com), click on the "Register" button, and log in with your Clark College network username and password. Follow the instructions to set up your mobile phone to receive emergency text messages.

## Emergency Numbers

In an emergency, call 911

## Security

Campus Security (Main Campus)	360-992-2133
Campus Security (CTC)	360-992-6133
WSU Vancouver Campus Police	360-546-9001

## College Contacts

President's Office	360-992-2494
VP of Administrative Services	360-992-2123
Facilities Services	360-992-2336
Environmental Health and Safety	360-992-2965
Health and Counseling Services	360-992-2614
Information Technology Services	360-992-2425

# Fire/Evacuation

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## Fire

1. Isolate a small fire by closing (not locking) doors, and leave the building by the nearest clear exit, alerting others to do the same. Do not use elevators.
2. Pull the nearest building fire alarm on the way out, if not already activated. Advise others not to enter the building. Insure that 911 and Campus Security are notified.
3. If exiting from an upper floor, assist persons with disabilities as you are able.
4. Proceed to an Assembly Area. Or if unsafe, go to a clear area at least 50 feet away from building(s). Keep streets, parking lots, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
5. Follow instructions from Emergency Building Coordinators and other college officials.
6. If trapped during a fire and a window is available, place an article of clothing on the window as a marker for rescue crews. Stay low near the floor where the air is less toxic. Shout or bang on a hard surface at regular intervals to alert emergency crews of your location.

## Minor Fires

(Appears controllable, such as a small wastebasket fire)

1. Direct someone in the area to call 911.
2. Use appropriate fire extinguisher if you are able. P-A-S-S system: Pull pin; Aim at the base of the flame; Squeeze the lever; and use Sweeping motion to extinguish fire.
3. Do not attempt to put out the fire unless standing with your back to a readily-available exit with a clear escape route.

## Fire and Life Safety

- Know the location of emergency exits, fire extinguishers and pull stations. (Training is available from Environmental Health and Safety.)
- Do not prop open doors or block exit corridors.
- Store flammables in approved containers/cabinets.
- Use only UL approved electrical devices/equipment, and don't overload electrical outlets. Extension cord use is limited to 30 days.
- Report facility deficiencies to Facilities Services.

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## Evacuation

1. When a mass notification alert is received, leave by the nearest marked exit and alert others to do the same. Do not use elevators. Check restrooms and other areas as the situation permits.
2. Assist people with disabilities as you are able. Ask the person if he/she wants assistance. People needing evacuation help should wait at the "Area of Rescue" (usually at the top of stairwells) for emergency responders.
3. Once outside, proceed to an Assembly Area. If the Assembly Area is unsafe, evacuate to a clear area at least 50 feet away from buildings. Wait for instructions. An Emergency Building Coordinator may assist you with information.
4. Keep streets, parking lots, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel
5. Return to building(s) only when they are declared safe to occupy by College officials and/or emergency responders.

# Earthquake

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## Pre-Earthquake

- Take action now to prepare for an earthquake.
- Establish a work and home emergency plan of action.
- Create a “Go Kit” (contains essential supplies with food, water, flashlight, medications, etc.).
- See additional information at [www.ready.gov](http://www.ready.gov).

## During-Earthquake (Drop, Cover and Hold)

1. Get under a sturdy object such as a desk or table and hold on until shaking stops.
2. Cover and protect your head. Move away from windows and heavy objects that can fall on you.
3. Do not leave the building while it is shaking.
4. When the shaking stops, exit immediately and go to the designated outdoor assembly area.
5. Assist others as you are able and prepare for aftershocks.

## Outdoors:

- Go to an open area away from trees, buildings, walls and power lines.

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## Volcanic Eruption

1. Seek shelter inside buildings until ash fallout subsides.
2. Close windows and shut all exterior doors.
3. For airborne ash, cover mouth and nose with handkerchief or article of clothing.
4. Wait for instructions from the mass notification system, College officials and/or emergency responders.

## Crowded Public Place:

1. Move away from shelves containing objects that could fall.
2. Seek protective cover, such as under sturdy furniture.
3. Do not rush to the doors. Remain calm and alert.
4. Use stairs, not elevators.

## Post-Earthquake

1. Evaluate the situation and notify your Emergency Building Coordinator (EBC) or Campus Security of injuries, hazards, or damaged facilities.
2. Assist the injured and persons with disabilities as you are able.
3. Prepare for aftershocks and beware of hazards in your environment.
4. Request utility shut-offs from Facilities Services. Begin turning off motorized equipment.
5. If instructed to evacuate, keep clear of buildings, trees, and power lines. Meet in an assembly area. Do not leave the area without reporting to your EBC.
6. Do not use elevators.
7. Return to building(s) only when they are declared safe to occupy by College officials and/or emergency responders.

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## Severe Weather (i.e. Tornado)

1. If indoors, stay away from windows, exterior doors, and hallways. Seek refuge in a protected area (under a desk or table) on the lowest floor of the building.
2. If outdoors and unable to get to shelter, seek a ditch or depression in the ground and lie flat.
3. Avoid power or utility poles as they may be energized.
4. Remain in the safe area until conditions permit movement.

# Hazardous Materials

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## Hazardous Material Spill or Release on College Property

1. Evacuate the building/area immediately and alert others to do the same.
2. Seal off a spill/release in a building by closing doors to the area.
3. Activate a fire alarm on the way out of the building if the spill presents an imminent danger such as fire, explosion, injuries, etc.
4. Report the spill/release to 911 and Campus Security from a safe location.
5. Move to an area at least 500 feet upwind from affected building/area and keep streets, parking lots, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
6. Emergency Building Coordinators, instructors, and supervisors have the responsibility to inform and direct students and staff to evacuate classrooms and work areas.
7. If safe to do so, cover storm and floor drains.
8. Call Environmental Health and Safety for technical and clean-up assistance.
9. Return to building(s) only when they are declared safe to occupy by College officials and/or emergency responders.

## Airborne Chemical Release

This section refers to an airborne chemical release caused by a natural disaster or an industrial incident. This kind of incident may require “shelter in place” actions.

1. Seek shelter inside a building.
2. Close all building doors and windows.
3. Cover your mouth and nose with fabric if necessary.
4. Call Facilities Services to shut off building ventilation, if not already occurring.
5. Wait for instructions from College officials and/or emergency responders.

## Minor Spill (non-hazardous)

A minor spill is defined as one that can be cleaned up by one person in one hour.

1. Use appropriate personal protective equipment to prevent any contact, including inhalation.
2. Contain the spill using appropriate equipment and absorbents.
3. Dispose of contaminants through the College hazardous waste disposal contractor.
4. If safe to do so, cover and protect storm and floor drains.
5. Report the spill and clean up activity to Environmental Health and Safety.

# Medical

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## Medical Emergencies

Serious injury – call 911 to ask for medical assistance and provide the following information:

1. Name of College.
2. Building in which you are located, including parking lot identifiers.
3. Describe nature of problem and current condition of injured person(s).

Attend to the injured person(s) as you are able;

1. Insure someone has called Campus Security.
2. Do not move the injured person(s) unless there is danger of further harm.
3. Ask victim what is wrong.
4. Use first aid, CPR and AED skills if you are trained to do so.
5. Stay with the victim until help arrives, and pass on all information to Campus Security and/or first responders.
6. Campus Security will meet emergency response personnel and direct them to the injured person.

## First Aid Kits

First aid kits are available in all office locations and vocational areas on the main campus. Employees should familiarize themselves with the nearest first aid kit.

## AED

Locations where an Automated External Defibrillator (AED) can be found include:

**At Main campus:** Facilities Services, Foster Hall, Frost Arts Center, Gaiser Hall, Health Science Center, Joan Stout Hall, O’Connell Sports Center, T-Building. **Other campuses:** Clark College at WSU Vancouver, Columbia Tech Center (3), and Corporate & Continuing Education. Additional installations may be added.

## Bloodborne Pathogens

For any bloodborne pathogen exposures, including needles or spills, contact Facilities Services. If you are trained and able to assist, follow cleanup procedures from your training and prevent any additional exposure until Facilities Services personnel arrive on scene.

If you experience a needle stick, contact Environmental Health and Safety immediately.

## Communicable and Infectious Disease

Infectious Disease Policy 521.035 is intended to provide guidance to the College community in the event of a communicable disease outbreak. The Infectious Disease Policy establishes a uniform notification and action procedure to prevent and/or limit a significant outbreak at Clark College.

## Counseling

Counseling services are available for students with academic, career or personal issues. Contact 992-2614 for more information. Clark College’s Behavioral Intervention and Threat Assessment Team (BITA) brings a proactive, prevention-based approach to maintaining a safe college environment.

Everyone in the college community (faculty, staff, student or visitor) is encouraged to report concerns about unusual or threatening behavior using the online BITA Incident Report/Referral Form. Even if the individual’s behavior is not perceived as a direct threat or an immediate danger, incidents that cause concern should still be reported. However, if the person shows evidence of immediate harm to self or others, call 911 and Campus Security.

Visit: [www.clark.edu/cc/BITA](http://www.clark.edu/cc/BITA) .

# Facilities Assistance/Utility Failure

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Monday-Friday 8 a.m.-5 p.m. Call Facilities Services to report facilities related problems or to request assistance. After 5 p.m., on holidays and weekends, call Campus Security.

## Utility Disruption

Call Facilities Services to report utility disruptions or failures. Facilities Services will keep the College community informed of the duration of utility outages. During an extended utility outage, it may become necessary to cancel classes, suspend operations, and vacate buildings. For further information see Administrative Procedure 515.005 (College Closure).

## Natural Gas

1. Alert others in the area of the leak to vacate immediately.
2. Use a telephone in a safe location away from the leak to call Facilities Services to report a natural gas outage or leak.
3. Turn off electrical equipment if time allows.
4. Return to building(s) only when they are declared safe to occupy by College official and/or emergency responders.

## Electrical

1. Call Facilities Services to report outages or malfunctions.
2. Turn off electrical equipment.
3. Vacate poorly-lit areas during a building or College-wide electrical outage. Emergency lighting system is effective for 15-30 minutes.

4. Check elevators to determine if people are trapped, and report any issues to Campus Security.

## Elevator

All College elevators are equipped with emergency telephones.

1. Call Facilities Services to report elevators in need of repair.
2. Call Campus Security for elevator emergency assistance.
3. Call 911 to respond to an elevator emergency if Campus Security cannot be reached.
4. Do not use elevators in case of fire, explosions, or earthquakes to avoid entrapment.

## Water Leak

1. Call Facilities Services to report leaks or plumbing failure.
2. Turn off electrical equipment and cover or relocate equipment, materials, and supplies to minimize water damage.
3. Turn off the water supply valve if the location is known.

## Telephone, Data, and Computing Assistance

Call Information Technology Services for phone, computer software and/or hardware problems.



# Active Shooter/Lockdown

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## Active Shooter or Violent Intruder Event

As soon as possible, report incident to 911 and Campus Security. At the site of an observed active shooter or violent intruder, take the following steps:

1. Hide or run away. (Respond with aggressive action only as a last resort.)
2. Call 911 and Campus Security to report what you saw.
3. Avoid detection by the intruder and follow lockdown procedures.

## Lockdown

1. If possible, gather people in the immediate area who may be in danger, assisting them if you are able and it is safe to do so.
2. Close and lock doors and windows.
3. Cover windows with available materials and take cover.
4. Leave computers and cell phones on with ringers silenced.
5. Turn off lights.
6. Stay quiet and out of sight, being mindful there could be an intruder intending to cause harm.
7. Allow entry to others only if certain they are not a threat.
8. If you hear gun shots, lie on the floor out of sight, behind protective cover.
9. Stay in place until the “All Clear” message is received from College officials and/or emergency responders.

# Security Assistance

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## Civil Disturbance or Demonstration

A student demonstration is not considered disruptive unless one or more of the following conditions exist as a result of the demonstration. If so, notify Campus Security.

1. Interference with normal operation of the College.
2. Prevention of access to offices, buildings or other College facilities.

In the event that a demonstration blocks access to College facilities or interferes with the operation of the College, demonstrators will be asked to terminate the disruptive activity by Campus Security or College officials. If the demonstrators persist in disruptive activity, they will be informed that failure to discontinue the specified action within a specific length of time may result in being charged with trespassing, suspension, expulsion, or intervention by legal authorities and Campus Security.

## Disruptive Person(s)

If a class, College function, or office is disrupted, the offending person(s) should be asked to leave. Call Campus Security if the offending person(s) refuses to leave. If there is a confrontation, try to maneuver to obtain a clear exit from the area.

## Violent or Criminal Behavior

If you observe a criminal act or a suspicious person on campus, immediately notify Campus Security or call 911. Assist officers when they arrive by supplying them with pertinent information. If you are a victim or witness to an on-campus offense, report it to Campus Security. Give details of the incident including the following:

- Nature and location of the incident.
- Description of person(s) involved (physical description, height, weight, clothing, direction of travel).

Faculty, staff and students are asked to make the College a safer place by being alert to suspicious activities and promptly reporting them to Campus Security. Biased-based incidents may be forwarded to the Incident Response Team. The Behavioral Intervention and Threat Assessment Team (BITA) may be used for concerns about unusual or threatening behavior.

## Psychological Crisis

A psychological crisis exists when an individual is threatening harm to him/herself, others, or is manifesting out-of-control behaviors. If a psychological crisis occurs:

1. Notify Campus Security. Don't try to handle the situation on your own.
2. Contact Clark College Counseling Services; or the Clark County Mental Health Crisis Line, 360-696-9560 or 800-626-8137.

## Campus Security versus 911 – who to call?

Campus Security lines are for College students, faculty, staff and visitors to request assistance from on-campus responders during minor emergencies. Minor emergencies may be described as those incidents which may cause injury or property damage, or cause concern for safety and well-being.

911 is the dispatch center for local law enforcement, fire and rescue, and ambulance service. 911 may be called from any campus phone by dialing 911.

## Dr. Walter

This is a code phrase that signals an immediate need for assistance from Campus Security. If you are using the phone and feel like you are in an unsafe situation but do not want people around you to know you are contacting Campus Security, mention “Dr. Walter.” Operators are trained to listen for this code phrase and can send help to your specified location.

## Restraining Orders, Escorts

Campus Security can assist with enforcement of restraining orders. They also can escort people, on request, to and from vehicles. Call Campus Security to request an escort any time of day.

## Domestic Violence and Stalking

Victims of domestic violence or stalking may contact the Director of Campus Security to assist with personal safety.

# Bomb Threat

## Bombs and Bomb Threats

If a bomb threat is received call 911 or Campus Security. Emergency personnel will decide whether to evacuate the building.

If you receive the threat call:

- Keep the caller talking as long as possible.
- Try to learn about the bomb, especially when it will go off and where it is located.
- Try to determine the caller's sex, age, accent, speech pattern and whether he/she is intoxicated.
- Listen for background noises.

## Bomb Threat Worksheet

### Questions to ask:

1. When will the bomb explode? \_\_\_\_\_
2. Where is the bomb? \_\_\_\_\_
3. What does the bomb look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. What is your address? \_\_\_\_\_
8. What is your name? \_\_\_\_\_

Exact wording of bomb threat: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Caller's Gender \_\_\_\_\_ Age \_\_\_\_\_  
Length of call \_\_\_\_\_ Time of call \_\_\_\_\_  
Date \_\_\_\_\_  
Phone number where call was received \_\_\_\_\_

## Indicators of Mail/Package Bombs

- Excessive postage
- Oily stains, discoloration or odors
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Ticking sound
- Marked with a restrictive endorsement, i.e., "Personal", or "Confidential"
- City or state in which postmark does not match the return address

Report incident to 911 and Campus Security. Emergency personnel will decide whether to evacuate the building.

## Caller's Voice and Language:

- |                                   |   |                                     |   |
|-----------------------------------|---|-------------------------------------|---|
| <input type="checkbox"/> Deep     | <input type="checkbox"/> Calm           | <input type="checkbox"/> Ragged     | <input type="checkbox"/> Rapid            |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Angry          | <input type="checkbox"/> Excited    | <input type="checkbox"/> Disguised        |
| <input type="checkbox"/> Lisp     | <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Soft       | <input type="checkbox"/> Accent           |
| <input type="checkbox"/> Loud     | <input type="checkbox"/> Slurred        | <input type="checkbox"/> Nasal      | <input type="checkbox"/> Normal           |
| <input type="checkbox"/> Familiar | <input type="checkbox"/> Crying         | <input type="checkbox"/> Raspy      | <input type="checkbox"/> Stutter          |
| <input type="checkbox"/> Foul     | <input type="checkbox"/> Incoherent     | <input type="checkbox"/> Articulate | <input type="checkbox"/> Read from script |

If the voice is familiar, whom did it sound like?  
\_\_\_\_\_

## Background sounds:

- |  |   |                                    |
|--|---|------------------------------------|
| <input type="checkbox"/> Voices        | <input type="checkbox"/> Static         | <input type="checkbox"/> Machinery |
| <input type="checkbox"/> Music         | <input type="checkbox"/> Street noise   | <input type="checkbox"/> PA system |
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Transit sounds |                                    |

## Remarks:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Report threatening calls immediately to Campus Security

# CLARK COLLEGE EMERGENCY TIPS

[WWW.CLARK.EDU/EMERGENCY](http://WWW.CLARK.EDU/EMERGENCY)



## VIOLENT THREATS

1. Call 911 immediately (no need to notify a supervisor first)
2. Call Security 992-2133

## OTHER EMERGENCY PROCEDURES



### LOCKDOWN

- Close and lock doors
- Shelter people in immediate area
- Cover windows, find protective cover
- Remain quiet and out of sight
- Mute mobile devices



### EARTHQUAKE

- Drop, Cover, Hold
- After shaking stops, evacuate to Assembly Area
- Anticipate aftershocks



### FIRE

- Pull station alarm
- Evacuate to Assembly Area
- Help others as you can



### IF EVACUATION IS ORDERED

- Leave building via nearest exit
- Follow directions from Emergency Building Coordinator
- Help others as you can
- Go to Assembly Area; await All-Clear

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**Clark College • 1933 Fort Vancouver Way • Vancouver • WA • 98663**  
**[www.clark.edu/emergency](http://www.clark.edu/emergency)**